

AMENDMENTS TO THE CLAIMS

1. (Currently Amended): A method for call processing in a call center comprising the steps of:

receiving at least one incoming telephone call over a communications network;

collecting information relating to the at least one telephone call;

presenting at least one interactive audio menu which includes a options for being placed in a queue in order to speak with a selected customer service representative, accessing one or more interactive applications while waiting in the queue and accessing only the interactive applications~~plurality of selections for processing the incoming call, wherein the plurality of selections includes a queuing option which is configurable to assign a priority to at least one incoming call, place a call in a call queue for future routing, and simultaneously providing access to a plurality of automated interactive functions;~~

upon affirmative selection for being placed in the queue, assigning a routing priority number for routing the at least one telephone call to the selected customer service representative based on the collected information; and

in response to at least one detected event, routing the incoming call from the call queue to a selected destination presenting an option to be routed to the selected customer service representative upon occurrence of a detected event;

2. (Cancelled):

3. (Currently Amended): The method of Claim 2 wherein the detected event comprises at least one of: a change in an availability status of the at least one call attendant for the selected customer service representative, completion of one of the interactive applications, and a received indication from the at least one telephone call.

4. (Currently Amended): The method of Claim 3-1 wherein the routing priority number is determined based on at least one of: analysis of account information associated with the at least one incoming call, order in which the at least one incoming call is received, indication made in the at least one telephone call, and from monitoring the interactive applications selected during the at least one telephone call ~~an order for routing at least one incoming call to the at least one call attendant is based on an assigned priority.~~

Claims 5-8 (Cancelled)

9. (Currently Amended): A system for processing telephone calls comprising:

A
B'
a communications network interface device configurable for receiving and processing of at least one incoming telephone call and providing access to at least one ~~automated~~-interactive function application;

a queuing application in connection with the network interface which is configured to determine a priority number for placement of the at least one incoming telephone call in a call queue ~~assign a priority to at least one incoming call~~ and to simultaneously hold the at least one incoming telephone call in a the call queue while the at least one incoming telephone call is hosted in the communications network interface;

said communications network interface device being further configured to provide access to one or more of the at least one interactive applications while the at least one telephone call is in the call queue; and

a call distributing apparatus in connection with at least one communications network interface which is configured to route the at least one incoming call to a designated destination ~~upon receiving indication from the queuing application~~ according to the priority number.

10. (Original): The system of Claim 9 wherein the destination is a customer telephone

system which supports call attendants.

11. (Original): The system of Claim 9 wherein at least one of: the communications network interface, the queuing application, the call distributing apparatus; are resident on a central office switch in a public switched telephone network (PSTN).

12. (Original): The system of Claim 9 wherein at least one of: the communications network interface, the queuing application, the call distributing apparatus; are resident on customer premise equipment (CPE).

13. (Original): The system of Claim 9 wherein the communications network interface is configured on voice response unit (VRU) interfaced with the public switched telephone network (PSTN).

14. (Original): The system of claim 9 wherein the queuing application is configured on a network based application server.

15. (Original): The system of Claim 9 wherein the call distributing apparatus is configured on an automatic call distributor (ACD).

16. (Original): The system of Claim 15 wherein the ACD routes the at least one incoming call to a customer PBX system over data network.

17. (New) The method of Claim 9 wherein the queuing application determines the routing priority routing number based on at least one of: analysis of account information associated with the at least one incoming call, order in which the at least one incoming call is received, indication made in the at least one telephone call, and from monitoring the interactive applications selected during the at least one telephone call.